

## Complaint resolution procedure

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**Degroof Petercam Asset Services S.A.** (hereinafter “**DPAS**”) is licensed both as a Management Company subject to chapter 15 of the law of 17 December 2010 concerning Undertakings for Collective Investment and as an Alternative Investment Fund Manager subject to article 7(1) of chapter 2 of the law of 12 July 2013 on Alternative Investment Fund Managers.

**DPAS** is aware of its responsibilities and, in accordance with CSSF Regulation N° 16-07 , discloses a claims handling procedure relating to the activities for which it is responsible. CSSF Regulation N° 16-07 dated 11th November 2016 defines a complaint as follows:

“Complaint filed with a professional to recognise a right or to redress a harm. In this sense, simple requests for information or explanations cannot be considered as a claim”.

Each claim will be treated free of charge. The claim must be sent in writing, preferably in English, in French, or in Dutch, together with supporting documents, using the following communication channels:

- by letter, to the following address:

**Degroof Petercam Asset Services S.A.**  
**For the attention of the Chief Compliance Officer**  
**12, rue Eugène Ruppert**  
**L-2453 Luxembourg**

- by e-mail, to the following address:

[Compliance\\_Team\\_DPAS@degroofpetercam.lu](mailto:Compliance_Team_DPAS@degroofpetercam.lu)

Please send us a detailed and chronological description of the facts of the complaint and the actions already taken, together with your name, first name, address, phone number or email address. It is recommended to clearly mention “complaint” in the subject of the email.

A written acknowledgement of receipt will be sent to the complainant within 10 business days after receipt of the complaint. The acknowledgment will contain the name and contact details of the person in charge.

DPAS commits to treat each applicant fairly and to resolve the claim on an effective and transparent manner. DPAS will provide within 1 month either feedback on the claim to the complainant or, if further investigations are required, a firm commitment on a date to answer, with an explanation of delay reasons.

To facilitate the complaint request, the CSSF provides a specific formular on its website at the following address: <http://www.cssf.lu/fr/consommateur/reclamations/>. The complaint has to be introduced in one of the following languages: Luxembourgish, German, English or French

In case the complainant has not received a satisfactory answer from DPAS, he is informed of the possibility to file a written request with the CSSF, following the terms and conditions described in CSSF Regulation 16-07, relating to out-of-court -complaint resolution (<http://www.cssf.lu>).

The request must be filed with the CSSF:

- by means of the online complaint formular available on the CSSF website, where all relevant documents can be attached.
- by sending the completed complaint formular by mail (simple mailing, no registered letter) to the following address:

**Commission de Surveillance du Secteur Financier**  
**Legal Department CC**  
**283, route d'Arlon**  
**L-2991 Luxembourg**

- by fax to the following number: (+352) 26 25 1-2601
- by email to the following address: [reclamation@cssf.lu](mailto:reclamation@cssf.lu)

The complaint has to be introduced in one of the following languages: Luxembourgish, German, English or French.